



# ***Meals on Wheels Refresher Course***

FREDERICK COUNTY  
 **Senior  
Services**  
DIVISION





Thank you for participating in the Meals on Wheels Refresher Course.

As a Meals on Wheels Volunteer you provide an essential service to promote our goal to help people age in place. The purpose of this refresher is to highlight key points in Meals on Wheels delivery to ensure client safety and volunteer success.

Thank you for your commitment to the Meals on Wheels program!



## Volunteer Schedule

Please remember these helpful tips concerning your schedule as a Meals on Wheels volunteer:

- Plan ahead to avoid scheduling conflicts.
- Notify the Volunteer Coordinator at 301-600-6008 should a conflict arise.
- Please remember: no-shows, late-shows, and last minute cancellations severely tax our delivery system and create anxiety for clients who expect meals to be delivered in a routine fashion.





# Let's Deliver

## Step 1: Meal Pickup

### REMEMBER

*Meals are picked up from their designated location between 10:30 am and 11:30 am. If you are unsure of your pick up time please contact the Volunteer Coordinator to assure punctuality.*

- Verify, Verify, Verify.....Verify Again
  - Check coolers and hot bags before you leave pick-up location.
  - Compare the **MEALS** in the carriers to the **NAMES** listed on the route sheet. Please refrain from only taking a count of the cooler and hot bag contents.
  - Make sure you have a hot and cold meal for each client on your route sheet--unless previously notified of changes *prior* to leaving the pickup location.

***If repackaging meals, food safety and temperature controls must be maintained.***



## Missing and Extra Meals

### If meals are missing:

- Buckingham's Choice, Spring Ridge, Middletown, Jefferson—Notify Detention Center kitchen 301-600-6668
- Tuscarora-Call MOW Line 301-600-3524
- Department of Aging Routes-Call MOW line
- Homewood Routes-Notify Homewood kitchen staff (kitchen is the room adjacent to pickup location)
- Home Delivered Meals-Notify Dining Services Manager or Center Supervisor

### Extra meals:

- If the meal or component belongs with a route which picks up at your designated location please pass it to the volunteer for that route.
- If the meal or component belongs to a route which picks up from a different location please pass along to a client on your route and call MOW Intake Specialist



# Let's Deliver

## Step 2: Delivering Meals:

- Follow any special instructions on the route sheet. Remember: handwritten notes or special instructions from clients are not permitted.
- If a client is not home, please contact MOW line (301-600-3524) as soon as possible for direction. Please refrain from leaving meals if the client is not present, unless specified on the route sheet or instructed by MOW staff.
- In the event a client is not home, please do not enter the home, unless instructed on the route sheet.
- Report any concerning/unusual circumstances to MOW Intake Specialist.



# What if there is no answer?

- Call client (\*67) and leave a message identifying yourself and ask client to call MOW line.
  - Remember to block your number when calling a client by dialing \*67 prior to dialing the number.
  - If no response via phone, call MOW Line to inform MOW staff.

## Remember:

- Please refrain from entering the home unless instructed to do so on the route sheet or by MOW staff.
- Please refrain from leaving food on the door step, door knob, or with a neighbor.







## Medical Emergency

- Remain calm and assess the situation
- Call 911 and stay with the client until First Responders arrive
- If a client has fallen, please resist your instinctual response to assist, and do not move or lift the client. Please call 911.
- Call MOW Line (301-600-3524) with concerns and/or resolution





# What to do in a fall...

## Remember A.C.T.

### A-Assess

Assess the situation-**DO NOT MOVE THE CLIENT**. Without moving the client, check for signs of injury.

### C-Calm

Remain calm and calmly reassure the client. **DO NOT MOVE THE CLIENT**. Speak with them in a slow and low voice. Do not offer anything to eat or drink.

### T-Take the lead

Call 911, even if client refuses 911. Stay with the client until first responders arrive.

Call MOW Line (301-600-3524) and notify staff of incident immediately following 911 call.



## Food Safety & Sanitation

### Food safety facts:

- Foodborne illness is caused by eating food that is contaminated with harmful bacteria or viruses.
- Individuals 50 + are more likely to be hospitalized and die from foodborne illness due to a potentially weaker immune system.
- Foodborne illness is preventable with proper food handling.

### Preventative Measures:

- Handwashing
- Temperature control: Meals **must** be transported in separate hot and cold temperature control carriers.
- Place food in insulated carriers only; food is never to be placed on ground or floor.
- Please assist in keeping delivery equipment clean.







Thank you for completing the Meals on Wheels Refresher Course. Please feel free to contact MOW staff or the Volunteer Coordinator with any suggestions or concerns surrounding how we may better meet your needs as a volunteer. Please see the link below to participate in a short quiz.